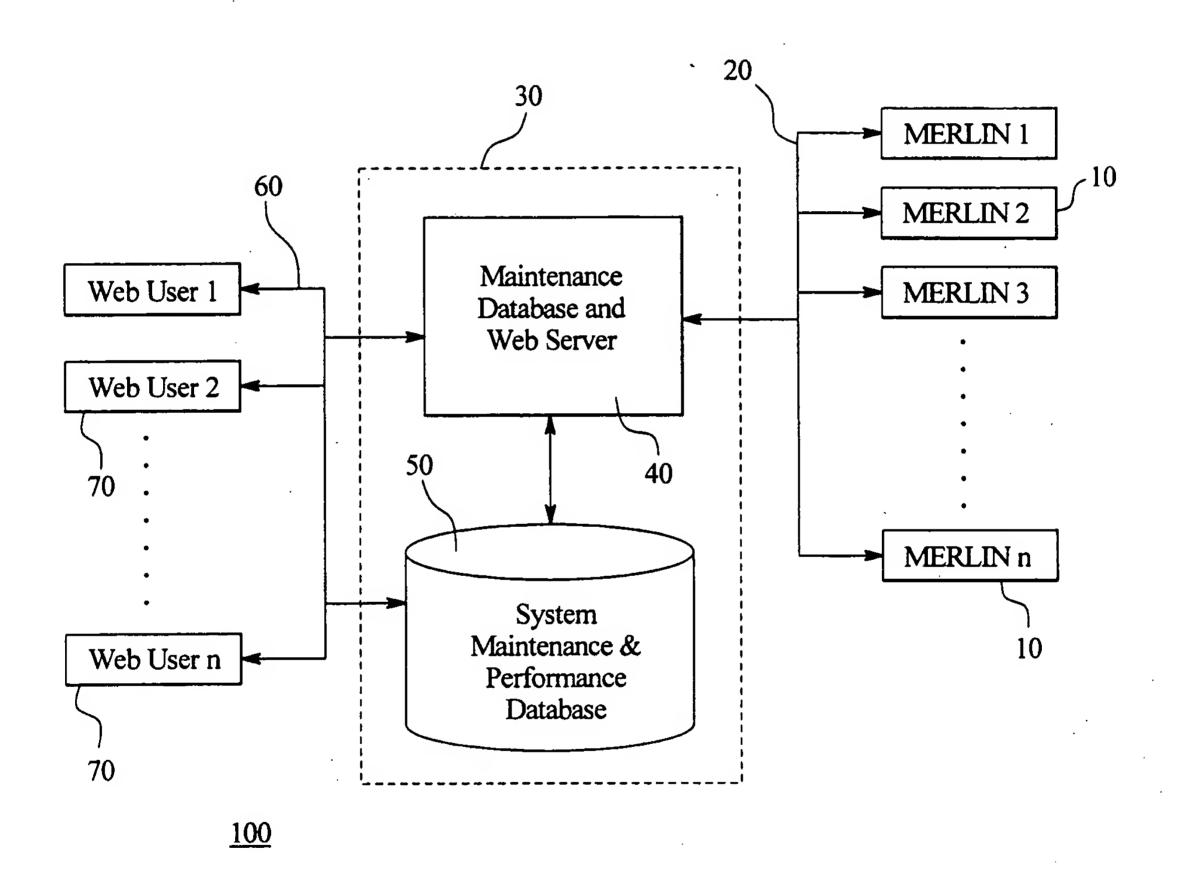


Sheet 1 of 5, Figure 1 Filing Date July 29, 2003 U.S. Utility Application 10/631,042 Title: DATA COLLECTION AND MAINTENANCE DATABASE Attorney: Gilberto Hernandez (Reg. No. 46,483) Tel: 312-372-2000 Fax: 312-984-7700 Docket Number 63288-577000

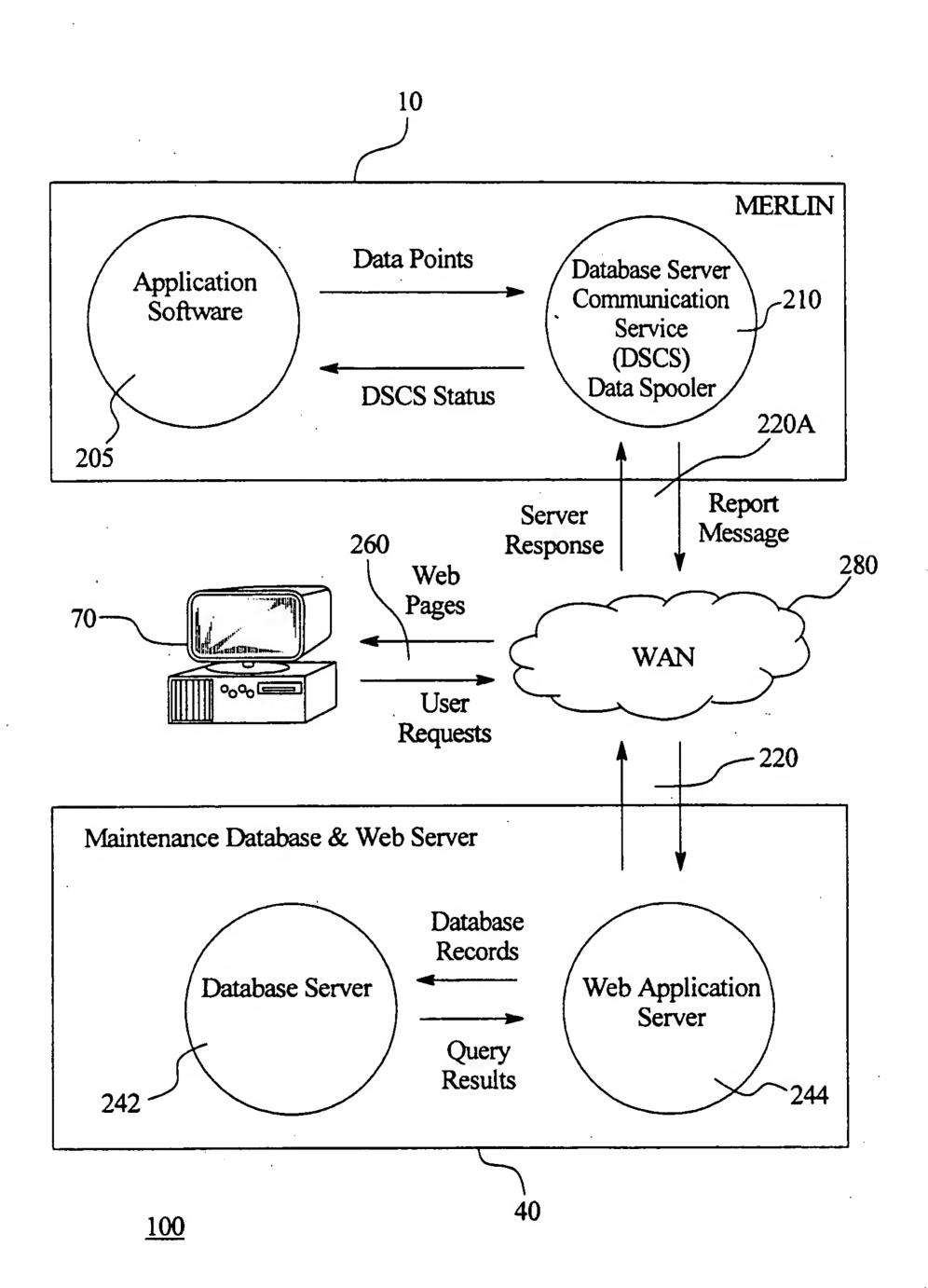
FIG. 1



Sheet 2 of 5, Figure 2 Filing Date July 29, 2003
U.S. Utility Application 10/631,042
Title: DATA COLLECTION AND MAINTENANCE DATABASE
Attorney: Gilberto Hernandez (Reg. No. 46,483)
Tel: 312-372-2000 Fax: 312-984-7700

Docket Number 63288-577000

FIG. 2

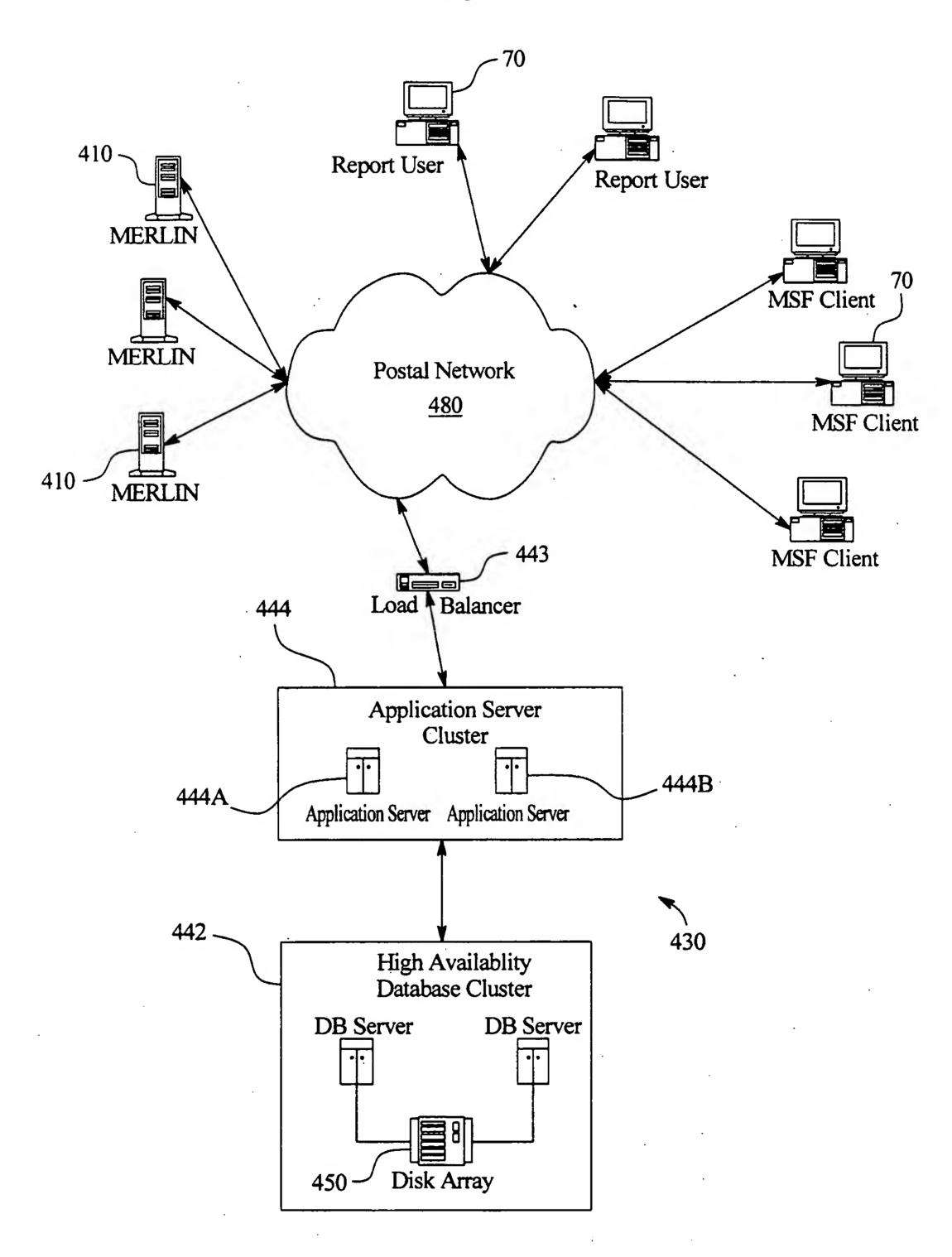


Sheet 3 of 5, Figure 3 Filing Date July 29, 2003 U.S. Utility Application 10/631,042
Title: DATA COLLECTION AND MAINTENANCE DATABASE Attorney: Gilberto Hernandez (Reg. No. 46,483) Tel: 312-372-2000 Fax: 312-984-7700 Docket Number 63288-577000 Application Server 250 Data MERLIN Maintenance / Service Tool **Application** Analysis MERLIN Web Web Based Statistics Analysis Web 260 Server Server Web Data PDA / Wireless internet Service Provider **MERLIN Data MERLIN Monitoring Tool** 360 Running at each site 100 Web Based Site Custom Service/ IIS or Spooler Data Client Spooled Data MERLIN Maintenance / Service Tool PDA Analysis Primary PDA / Web Based Analysis Custom 355 **MERLIN Data** Data 315 PDA 350 MERLIN Application **MERLIN 1..n**

Sheet 4 of 5, Figure 4 Filing Date July 29, 2003 U.S. Utility Application 10/631,042 Title: DATA COLLECTION AND MAINTENANCE DATABASE Attorney: Gilberto Hernandez (Reg. No. 46,483)

Tel: 312-372-2000 Fax: 312-984-7700 Docket Number 63288-577000

FIG. 4



Sheet 5 of 5, Figure 5 Filing Date July 29, 2003 U.S. Utility Application 10/631,042 Title: DATA COLLECTION AND MAINTENANCE DATABASE Attorney: Gilberto Hernandez (Reg. No. 46,483) Tel: 312-372-2000 Fax: 312-984-7700 Docket Number 63288-577000

